

## **Interpreter Services and Transportation for Applied Behavior Analysis (ABA) Services Frequently Asked Questions (FAQs)**

*Last Updated August 26, 2013*

### **Interpreter Services**

- 1. My Medicaid client and family does not communicate effectively in English. Can I get help with an interpreter for their appointment?**

Yes. The Health Care Authority (HCA) contracts with CTS LanguageLink to provide interpreter services for Medicaid clients needing ABA services.

- 2. Who schedules the interpreter?**

It is the responsibility of the provider to schedule the interpreter at least 48 hours before the scheduled appointment.

- 3. How do I schedule an interpreter?**

CTS LanguageLink uses an online scheduling system for interpreter appointments. Their website, <http://hca.ctslanguagelink.com/>, has information about scheduling an interpreter and instructions about how to use the automated system.

- 4. Who pays for interpreter services?**

HCA pays for interpreter services through a contract with CTS LanguageLink for Medicaid eligible clients when scheduled by a provider active in ProviderOne.

- 5. How do I get my user name and password to use this website?**

After establishing your account with CTS LanguageLink, your user name is your account number and the password is auto generated by the system and sent via an email. If you have not received your log in information please email [hcaproviders@ctslanguagelink.com](mailto:hcaproviders@ctslanguagelink.com).

- 6. Is there training on how to use the online CTS LanguageLink system?**

CTS LanguageLink provides online training videos, one-on-one assistance over the phone, and the website has information about using the site as well as an email address for questions. CTS LanguageLink has FAQs posted online for providers as well.

- 7. We want to keep the same interpreter linked to the same client and family for visits. How do we do that?**

HCA supports this effort for ABA services. The CTS LanguageLink website has instructions on how to request the same interpreter for specific clients. The provider needs to keep a record of the interpreter name to request them for future appointments.

- 8. My client/family just called but my office is not familiar with their language, they cannot communicate in English, and there is no time to schedule an interpreter. What should we do?**

CTS LanguageLink offers other modalities of interpretation such as telephonic and VRI. They may be able to assist with a last minute request. Contact CTS for assistance.

## **Transportation Services**

**9. The Medicaid client/family called and said they need a ride to get to our appointment. Do we arrange for transportation also?**

No. The provider does not arrange transportation needs for their Medicaid clients. The client can arrange transportation through a broker service.

**10. How would the client order transportation?**

The Medicaid client can go online to the Transportation Services website at <http://www.hca.wa.gov/medicaid/transportation/Pages/index.aspx>, review the statewide list of brokers, and then contact the broker that serves their county.

**11. What if the Medicaid client does not have the internet or email?**

Clients can call the Health Care Authority at 1-800-562-3022 for assistance.

**12. The client has a car but can't afford gas for it. What do they do in that case?**

The brokers may provide prepaid gas vouchers or mileage reimbursement to clients for using their own vehicle. They may even pay ferry or toll fees. The broker decides the most appropriate form of transportation for the client.

**13. Would the client be the only person in a vehicle provided by the broker?**

Sometimes a client may have to share a ride with multiple clients to reduce costs.

**14. The Medicaid clients live quite a distance from our office. Will the transportation broker still give them a ride?**

Usually transportation would need special arrangements if not local. Brokers will be given a list of ABA providers which should help smooth the way for clients calling in with transportation requests.

**15. We are scheduling a series of appointments. Does the client have to call in for each appointment?**

If you have re-occurring appointments, the ABA provider can submit a letter requesting continued service. (Brokers do accept fax requests.)

**16. How does the broker know when to pick up our client after their appointment is finished?**

The client may be able to schedule a pick up time for the return trip home or sometimes they may have to use your phone to contact the broker when the appointment is finished.

**17. How far in advance of an appointment does transportation have to be scheduled?**

Brokers schedule transportation in a 2-14 day window prior to the appointment. If the client calls with less than 2 business days' notice the broker would try to arrange transportation. If it's not possible, the client may have to reschedule the medical appointment.